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From: www-data@satoamerica.com on behalf of wendyw via RT <tech-comment@satoamerica.com>
Sent: Thursday, August 05, 2010 1:54 PM
To: Hanchett, James (DPH)
Subject: [techsupport.satoamerica.sha #5964] Is there software available to
Attachments: Label-Gallery-3.pdf

Our Sato software is the Label Gallery 3. I have attached the Data Sheet for you to review than you will be able to tell what version will best suite your needs. The software and drivers can be downloaded from our website at www.satoamerica.com in the Resource Library section. We have a Free version but as for the Easy, Plus and True Pro versions pricing and how to order is available from our customer service department at customerservice@satoamerica.com or call 1-888-871-8741.

On Thu Aug 05 11:09:06 2010, james.hanchett@state.ma.us wrote:
> The following is a SATO Technical Support Form Submission.
>
> I need to send my printer in or acquire a Service Request Number:
>
> Please describe your problem in as much detail as possible: Is there
> software available to upgrade from Windows 98 to Windows XP
>
> Printer Model & Installed Accessories: CL408
>
> Serial #: 90272121
>
> Communications Interface Type Used: Parallel
>
> Label Type & Size: 53S001005 3" x 1"
>
> Company Name: Massachusetts Public Health
>
> Contact Name: James Hanchett
>
> Address/City/State/Zip: Room N251 Morrill I
> 637 North Pleasant Street
> Amherst, MA 01003
>
> Phone: (with area code): 413 545 2601
>
> Fax: (with area code): 413 545 2608
>
> E-Mail: james.hanchett@state.ma.us
>
> Your SATO Resellers Name: Government Scientific
>
> Additional Comments: Need to upgrade from DOS software and drivers to
> Windows XP